<div align="center">**Service-Level Agreement**</div>

Between: APHIS Technical Assistance Center (ATAC) and Veterinary
                                     Services - Western Region Office - Regional Computer Specialists

Basic Scope of Agreement: Support for Veterinary Services - Combined Western Region:
                                     CRO ,WRO, AR, AK, AZ, CA, CO, HI, IA, ID, KS, LA, MO,
                                     MT, NE, NV, NM, ND, OK, OR, SD, TX, WA, WY

For: May 1, 2001 through May 1, 2002

I.   Services Provided by:

A. ATAC

1. Services:

Perform first-level support for APHIS Standard Software Applications, to
include:

- Creation, modification and re-certification of Lotus Notes Ids
- Modification of Lotus Notes e-mail groups
- Support and access for Remote LAN Dial-up (RLD)
- Support and access for client access to Lotus Notes version 4.6.2
- Support for Lotus Suite applications
- Support and access to Agency wide software applications, to include:
  FFIS, PCMS, PC-Tare, etc.

When a call is received from Veterinary Services Personnel according to the
SCOPE outlined above, the following procedures will need to be followed:

- Initiate an incident ticket

- The first of each week, ATAC will generate a report for the Regional
  Computer Specialists showing which VS customers contacted ATAC,
  the incident number, and the category of problems reported.

- The VS WR Regional Computer Specialists will have access to the GWI
  database in order to review (read only) the incident ticket(s) in question.

2. ATAC Hours of Operation

Regular Business Hours:

7:00 a.m. EST to 7:00 p.m. EST,   Monday - Friday (non-holiday)

After hours, calls will be logged through voice mail or ATAC Mail-In Incident Database on or before the next business day.

3. Service Access

ATAC is accessible via:

Phone - Call 1-877-94ITHLP (1-877-944-8457)
E-mail - Via Lotus Notes to **ATAC@aphis.usda.gov**

B. Veterinary Services Computer Specialist(s) - Western Region

1. Services

- Support APHIS Standard Software Applications
- Support software installs and upgrades
- Support computer hardware moves, adds, changes (MAC)
- Support peripheral equipment (e.g., printers, routers, etc.)
- Support LAN/WAN Locations for VS Western Region
- Support Program specific software applications

2. Hours of Operations

7:00 a.m. CT to 4:30 p.m. PT   Monday - Friday (non-holiday)

3. Service Access

Veterinary Services Computer Specialists coverage and contacts:

Coverage List

CRO - David Krenz/Rita Newby
WRO - David Dalton/John Trinh
Alaska - Mike Magrone
Arkansas - Laurel Miller
Arizona - Donna Maes
California - Ed Carlson
Colorado - John Trinh
Hawaii - Mike Magrone
Idaho - Mike Magrone
Iowa - David Krenz/Kathy Nivens
Kansas - Eric Hosler
Louisiana - Betty Watts

Missouri - Kathy Nivens
Montana - John Trinh
Nebraska - David Krenz/Kathy Nivens
Nevada - Ed Carlson
New Mexico - Donna Maes
North Dakota - Deb Kolegraf
Oklahoma - Donna Morgan/Rita Newby
Oregon - Mike Magrone
South Dakota - Marlys Mullivan
Texas - Mike Stoll
Utah - Donna Maes
Washington - Mike Magrone
Wyoming - John Trinh

Contact List

Regional Computer Specialists
   David Dalton: 303-784-6200 (Englewood, CO)
        david.f.dalton@aphis.usda.gov
   David Krenz: 817-276-2217 (Arlington, TX)
        david.a.krenz@aphis.usda.gov

AR
   Laurel Miller: 501-224-9515 (Little Rock, AR)
        laurel.m.miller@aphis.usda.gov
CA/NV
   Ed Carlson: 916-857-6170 (Sacramento, CA)
        edward.a.carlson@aphis.usda.gov

AZ/NM/UT
   Donna Maes: 505-761-3160 (Albuquerque, NM)
        donna.e.maes@aphis.usda.gov

AK/HI/ID/OR/WA
   Mike Magrone: 360-753-9430 (Olympia, WA)
        mike.f.magrone@aphis.usda.gov

IA
   David Krenz: 817-276-2217 (Arlington, TX)
        david.a.krenz@aphis.usda.gov
   Kathy Nivens: 573-636-3116 (Jefferson City, MO)
        kathy.a.nivens@aphis.usda.gov

CO/MT/WY

John Trinh: 303-784-6200 (Englewood, CO)
john.q.trinh@aphis.usda.gov

KS
Eric Hosler: 785-235-2365 (Topeka, KS)
eric.w.hosler@aphis.usda.gov

LA
Betty Watts: 225-389-0436 (Baton Rouge, LA)
betty.a.watts@aphis.usda.gov

MO
Kathy Nivens: 573-636-3116 (Jefferson City, MO)
kathy.a.nivens@aphis.usda.gov

NE
David Krenz: 817-276-2217 (Arlington, TX)
david.a.krenz@aphis.usda.gov
Kathy Nivens: 573-636-3116 (Jefferson City, MO)
kathy.a.nivens@aphis.usda.gov

ND
Deb Kolegraf: 701 250-4210 (Bismark, ND)
debbie.s.kolegraf@aphis.usda.gov

OK
Donna Morgan: 405-427-9414 (Oklahoma City, OK)
donna.l.morgan@aphis.usda.gov
Rita Newby: 817-276-2218 (Arlington, TX)
rita.c.newby@aphis.usda.gov

SD
Marlys Mullivan: 605-224-6186 (Pierre, SD)
marlys.m.mullivan@aphis.usda.gov

TX
Mike Stoll: 512-916-5553 (Austin, TX)
michael.e.stoll@aphis.usda.gov
Ron Person: 512-916-5556 (Austin, TX)
ron.s.person@aphis.usda.gov
Gwendolyn Eberhardt:: 512-916-5556 (Austin, TX)
gwendolyn.b.eberhardt@aphis.usda.gov
Beverly Moxley: 512-916-5556 (Austin, TX)
beverly.k.moxley@aphis.usda.gov

II. Customer Responsibilities

Use the specified procedures, phone numbers, or E-mail addresses to request support.

III. Call Priorities and Response Times

Priority	Impact	Response	Resolution
Emergency	Critical impact on VS programs and public safety issues	1 Hour	2 Hours
High	Major impact on VS programs and/or service to public	3 Hours	4 Hours
Medium	Minor impact on VS programs And service to public	8 Hours	12 Hours
Low	General questions and suggestions	16 Hours	24 Hours

Coordination will be made through the Regional Computer Specialists for activities/actions which may require the dispatch of Computer Specialists for problem resolution or any expenditure of funds.

Resolution will be identified as the steps the technician has taken to either close the incident ticket or requested assistance in closing the ticket (e.g., ordered a new piece of hardware or a software program, contacted Lotus Notes or SmartSuite, MCI, etc.).

IV. Service Measures to Be Met

A. By ATAC:

First-level call resolution - 75 percent or greater

B. By Western Region Veterinary Services Computer Specialist(s):

First-level call resolution - 75 percent or greater

V. Escalation Procedures

Level	Initiate When	Contact	Phone/Pager
1	Agreed upon response time Not Met	ATAC Manager	970-490-8068
2	No Response two hours After Level 1 escalation	David Dalton David Krenz	303-784-6200 817-276-2217

| 3 | No Response three hours | David Dalton | 303-784-6200 |
| | After Level 2 escalation | David Krenz | 817-276-2217 |

VI. Modifications

This agreement may be modified at any time with the consent of all parties.